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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the real estate occupation. It represents an accounting of what must be done, but not how the entire cycle of a residential sale is completed through the services of a real estate person and the salesperson. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Twelve duties are broken down into a number of tasks and for each task a table is presented, showing: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; science; math--number systems; and communications. The duties include: introducing self to potential users; obtaining current knowledge of property values and availability; prospecting for listings and sales; listing, promoting, and showing property; obtaining and qualifying buyers; obtaining and presenting offers to purchase; closing of sale; and post-servicing of both seller and buyer. Appended are lists of math number systems to be used by a real estate agent, and a glossary of real estate terms. (BP)

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Occupational Analysis

CE 004 191

REAL ESTATE AGENT

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Industrial Materials Laboratory
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AN ANALYSIS OF THE REAL ESTATE OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics, and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of condulting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis inlcuded a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

This analysis effort covers duties and tasks performed by a person who has been licensed to sell real estate by a governing body, usually the state government.

It is a logical step by step approach which is broad in scope. The duties involved are the most often occuring and are considered a normal progression into the real estate industry, the residential sale of real property.

The tasks listed are broad enough to cover any agent who desires to reach a minimum competency level and to give the necessary service to his/her clients.

The steps are written in a manner which can be easily understood by any agent at this entry-level position. It represents an accounting of what must be done, not how the entire cycle of a residential sale is completed through the services of a real estate broker and his/her associate--the real estate salesperson.

ACKNOWLEDGMENT

We wish to acknowledge the valuable assistance rendered by the following subject matter specialists. They provided input to the vocational instructors in identifying related skills and concepts of each respective subject matter area and served as training assistants in the analysis process during the two-week workshops.

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JOB DESCRIPTION

A real estate agent contacts prospective sellers to list residential property for sale; advertises the property he/she has listed in various advertising media to attract prospective buyers; shows listed property to prospective buyers; trys to convince these prospects to make purchase offer on property that is shown; takes said purchase offer to seller for acceptance. If seller does not accept offer or make counteroffer, then agent must negotiate between the buyer and seller until final area of agreement is reached that is acceptable to both parties. An agent assists the buyer in obtaining suitable financing in various ways. After commitment of financing is secured for the buyer, an agent must track financing, legal documents and various other instruments needed before closing will occur. An agent and/or agent's broker will close transaction at mutually pre-arranged meeting place with seller and buyer and legal counsels. The agent will service his/her clients after the sale to make sure that all agreements and conditions of the sale are followed through by all parties to the sale.

Duty A Introducing Self to Potential Users of Expertise and the Real Estate Business

1 Contact the previous and present centers of influence
2 Solicit listings from owners who offer their own property for sale
3 Contact people in affiliated professions
4 Participate in social and community activities

(TASK STATEMENT) CONTACT THE PREVIOUS AND PRESENT CENTERS OF INFLUENCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Administrative supplies - office supplies, phone, office machine, business cards, mailouts, etc.	Talk real estate to everyone Give business cards to everyone you meet Mail out announcement cards to all acquaintances	

DECISIONS	CUES	ERRORS
Determine when, where and how to work the centers of influence	Need of real estate service	Agent's waste of time and energy

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization Common sense in human relations (good attitude toward everyone) Maintain capacity to foster trust Maintain capacity to foster confidentiality, cooperation, and to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability		Speaking: Oral contact Telephone technique Personal contact Writing: Writing letters

(TASK STATEMENT) SOLICIT LISTINGS FROM OWNERS WHO OFFER THEIR OWN PROPERTY FOR SALE

TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Telephone Administrative supplies Automobile - locate for sale by owner signs Newspaper - locate for sale by owner ads Courthouse - records Proper dress	Contact for sale by owner's Telephone, personal contact, personal referral Knowledge of current market prices in specific area of for sale by owner contacted	Making committments which cannot be kept, resulting in libelous action against agent and broker

DECISIONS	CUES	ERRORS
Determine if seller is realistic	Overinflated price by seller	Loss of money and time which results in expired listing

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability Socio-economic knowledge of specific area	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	Speaking Oral contact Telephone Personal contact Reading Advertisements Speaking Terminology/general vocabulary, appropriate diction, implying, enunciation, clarity of expression, persuasion and sales technique, denotative/connotative words, logic, gestures, dress, facial and body features, poise, usage

(TASK STATEMENT) CONTACT PEOPLE IN AFFILIATED PROFESSIONS

TOOLS, EQUIPMENT MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Administrative supplies Automobile Business card	Contact banks, insurance and title companies, builders, savings and loan institutions, etc. Gain access to these people	

DECISIONS	CUES	ERRORS
Determine who to see and what information to seek	Where there is most likely to be prospects	Waste of time

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability	Understanding of basic mathematics	Speaking Oral contact Personal contact Writing Writing letters

(TASK STATEMENT) PARTICIPATE IN SOCIAL AND COMMUNITY ACTIVITIES

TOOLS, EQUIPMENT MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Automobile	Join and become active in political, charitable and benevalent activities and organizations	

DECISIONS	CUES	ERRORS
Determine which ones are most consistent with personal philosophy	Personal interest	Becoming too involved, thus having negative effect on job performance

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness to serve rather than be served by the activity Subtle approach in relating occupation to people of these organizations		Speaking Oral contact Personal contact

Duty B Obtaining Current Knowledge of Property Values and Their Availability

1 Research for decision on area of concentration of agent's sales efforts
2 Determine own broker's and competitors' listings in that area

(TASK STATEMENT) RESEARCH FOR DECISION ON AREA OF CONCENTRATION OF AGENT'S SALES EFFORTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Automobile Maps	Visit and inquire about area	

DECISIONS	CUES	ERRORS
Determine which areas to accept or reject	Intuitive instincts Productive environment	Low or lower amount of sales made when judgement is poor

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Socio-economic status and compatibility with people of area		Speaking Oral contact Personal contact Viewing Maps

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(TASK STATEMENT) DETERMINE OWN BROKER'S AND COMPETITORS' LISTINGS IN THAT AREA

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Multiple listing service - photos and listing information Realtor's "For Sale" signs Newspaper ads Realtor's publications (magazines)	Read, discuss and study all available properties	

DECISIONS	CUES	ERRORS
Determine which ones to become most familiar with	Location, cooperative sellers, price, terms	Loss of sales or placing buyers in in wrong property

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Socio-economic status and compatibility with people of area Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization		Speaking Oral contact Personal contact Viewing Maps Reading Newspapers

Duty C Prospecting for Listings and Sales (Sources of Buyers and Sellers)

1 Contact people who are trying to sell their property
2 Contact people who have or possibly have potential need to purchase real estate

(TASK STATEMENT) CONTACT PEOPLE WHO ARE TRYING TO SELL THEIR PROPERTY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Automobile Telephone Personal book or filing box of prospects Administrative supplies: office supplies, office machine, business cards, mailouts, etc. Newspaper Expired listings Foreclosure notices Telephone directory Cris-cross directory (street address and phone number rather than name) Courthouse records	Approach owners of property	

DECISIONS	CUES	ERRORS
Determine which ones and when	For sale signs or statements made from personal contacts	Not ready to sell at present time - waste of time

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Socio-economic status and compatibility with people of area		Speaking Oral contact Personal contact Writing Written contact

(TASK STATEMENT) CONTACT PEOPLE WHO HAVE OR POSSIBLY HAVE POTENTIAL NEED TO PURCHASE REAL ESTATE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Personal book or filing box of prospects Telephone Automobile Administrative supplies: office supplies, office machine, business cards, mailouts, etc. Newspaper Expired listings Foreclosure notices Telephone directory Cris-cross directory (street address and phone number rather than name) Courthouse records		

DECISIONS	CUES	ERRORS
Determine amount of time allocated to which or all sources - also recreation and leisure	Best sources available that are most suitable to ability	Waste of time because of inefficiency

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Gregarious and friendly impression in human relations with other people		Speaking Oral contact, telephone, personal contact Reading Advertisements Speaking Terminology/general vocabulary, appropriate diction, implying, enunciation, clarity of expression, persuasion and sales technique, denotative/connotative words, logic, gestures, dress, facial and body features, poise usage

Duty D Listing Property for Sale

1 Research for potential listings
2 Meet potential seller or sellers

(TASK STATEMENT) RESEARCH FOR POTENTIAL LISTINGS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Broker's property appraisal files M.L.S. Lending institutions Board of realtors publications including the recording of deeds Contact builders and developers Title and escrow companies County recorders and/or tax accessor's office Expired listings of office and other broker's offices	Make preparation before leaving the office Inspect neighborhood	

DECISIONS	CUES	ERRORS
Determine which types of appraisal approaches and closing techniques should be used	Taken from preparation and inspection of neighborhood	Poor appraisal and evaluation When inefficiency is prevelant; loss of listing and confidence of owners

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Socio-economic status and compatibility with people of area	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	Speaking Oral contact and personal contact Writing Written contact

(TASK STATEMENT) MEET POTENTIAL SELLER OR SELLERS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Broker's property appraisal files M.L.S. Lending institutions Board of realtors publications including the recording of deeds Contact builders and developers Title and escrow companies County recorders and/or tax accessor's office Expired listings of office and other broker's offices	Inspect property Appraise and price property Give listing presentation Post servicing of the listing	Making committments which cannot be kept, resulting in libelous actions against agent and broker

DECISIONS	CUES	ERRORS

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Psychology Conscious awareness of the need for a balance (both physical and mental) between tension and relaxation. Relates to: comfort, caution, safety, physical, emotional and intellectual health Conscious awareness of physical expressions basic to peak physical performance: body rhythm, breathing coordinated with body movement, body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization Maintain professional relationship that applies to situation	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	Speaking: terminology, general vocabulary, appropriate diction, implying enunciation, clarity of expression, persuastion and sales technique, denotative/connotative words, logic, gestures, dress, facial and body features, poise, usage Reading Comprehension, detail/inference, speed/rate, informational reports, recommendation reports, progress reports, physical experiment reports, proposals, description of mechanism, definition, terminology, process report - constructions Writing: penmanship, spelling, classification, memo format, description, reports, business letters, terminology/general vocabulary, appropriate diction, clarity of expression, persuasion and sales technique, denotative/connotative words, logic, usage Listening: auditory discrimination, detection of propaganda devices, discriminate facts from non-facts, recognize opinions, concentration, logic, word definition, note taking, noise discriminating Viewing visual analysis, memory, describing, logic

Duty E Promoting the L sted Property

1 Decide on promotion campaign for particular listing

(TASK STATEMENT) DECIDE ON PROMOTION CAMPAIGN FOR PARTICULAR LISTING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Advertising media selection For sale signs Newspaper ads Open house Other brokers and salesmen Buyer list Use of literature through direct mail and personal contacts Institutional advertising M.L.S. (including referrals from other cities) Automobile	Enlist sellers help in properly exposing the property Develop office caravan tour Use of advertising media selected	Making committments which cannot be kept, resulting in libelous action against agent and broker

DECISIONS	CUES	ERRORS
Determine which type and amount	Taken from type of property and terms of listing agreement	Waste of time and money in wrong emphasis

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization	Proper understanding and use of economic and budgeting of available funds (Business Mathematics)	Speaking Oral contact, personal contact, telephone techniques Writing Written material, advertisements

Duty F Obtaining of Potential Buyers

1 Use floor time
2 Advertise and promote through institutions
3 Post personal ads and individual promotion

(TASK STATEMENT) USE FLOOR TIME

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Administrative supplies	Make calls to promote property Handle inquires and phone calls properly Discuss listed property within the office	

DECISIONS	CUES	ERRORS
Determine which people receive promotion and how much	Taken from amount advertising appropriate and the number of calls	Loss of notification to others & improper technique results in slower movement of property & possible losing the sale

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization Common sense in human relations (good attitude toward everyone)		Speaking Oral contact, personal contact, telephone techniques

(TASK STATEMENT) ADVERTISE AND PROMOTE THROUGH INSTITUTIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Administrative supplies Automobile	Employ company name and reputation effectively Post 'For Sale' sign Post newspaper ads and other publications used by company Open house	

DECISIONS	CUES	ERRORS
Determine which people receive promotion and how much	Taken from amount advertising appropriate and the number of calls	Loss of notification to others and improper technique results in slower movement of property & possible losing the sale

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability	Proper understanding and use of economic and budgeting of available funds (Business Mathematics)	Speaking Oral contact, personal contact, telephone techniques Writing Written material, advertisements

(TASK STATEMENT) POST PERSONAL ADS AND INDIVIDUAL PROMOTION

TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Administrative supplies Automobile	Make calls to promote property Handle inquires and phone calls properly Discuss listed property within the office Employ company name and reputation effectively Post 'For Sale' sign Post newspaper ads and other publications used by company Open house Use own type of creative and independent campaign applied	Making committments which cannot be kept, resulting in libelous action against agent and broker

DECISIONS	CUES	ERRORS

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability Conscious awareness of the need for a balance (both physical and mental) between tension and relaxation. Relates to: comfort, caution, safety, physical, emotional and intellectual health Conscious awareness of physical expressions basic to peak physical performance: body rhythm, breathing coordinated with body movement, body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization		Speaking Oral contact, personal contact, telephone techniques Writing Written material, advertisements

Duty G Qualifying Potential Buyers

1 Determine needs and wants
2 Determine financial situation
3 Establish common ground of communication

(TASK STATEMENT) DETERMINE NEEDS AND WANTS

TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Automobile Prospect information form	Set appointment interview preferably at location where one can best get to know prospects and use ability Ask pertinent questions Make observations of prospects and the environment they live in now Discuss their background and future plans and goals - get to 'know' them as well as possible	

DECISIONS	CUES	ERRORS
Determine real motivation for moving	Taken from observations and knowledge gained during interview	Prospects loss of confidence, time and the sale

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of the need for a balance (both physical and mental) between tension and relaxation. Relates to: comfort, caution, safety, physical, emotional and intellectual health Conscious awareness of physical expressions basic to peak physical performance. body rhythm, breathing coordinated with body movement, body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance, attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization Maintain professional relationship that applies to situation		Speaking: terminology/general vocabulary, appropriate diction, implying, enunciation, clarity of expression, persuasion & sales technique, denotative/connotative words, logic, gestures, dress, facial and body features, poise, usage Listening: auditory discrimination, discriminate facts from non-facts, recognize opinions, concentration, logic, word definition Viewing: visual analysis, memory, describing, logic, detail and inference, color discrimination, recognition of symbols, codes and emblems

(TASK STATEMENT) DETERMINE FINANCIAL SITUATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Prospect information form Various tables and statistics on budget management	Determine present and future earning capacity, monthly and yearly income of both husband and wife Determine assets, debts and credit standing Determine prospects 'economic values' toward spending of income Determine types of financing available	

DECISIONS	CUES	ERRORS
Determine how much money to borrow and where to get best suitable to prospect	From knowing propects and debt situation, assets and income level	Showing and selling of wrong house

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust, maintain capacity to foster confidentiality, maintain capacity to foster cooperation, maintain capacity to generate integrity, maintain capacity to function efficiently when encountering fast changing, multiple, personal or situation variables; exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability Conscious awareness of the need for a balance (both physical and mental) between tension and relaxation. Relates to: comfort, caution, safety, physical, emotional and intellectual health Conscious awareness of physical expressions basic to peak physical performance: body rhythm, breathing coordinated with body movement, body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization Maintain professional relationship that applies to situation	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix) Use of basic mathematics Proper understanding and use of economic and budgeting of available funds (Business Mathematics)	Speaking: Terminology, Appropriate diction, Implying, Enunciation, Clarity of expression, Persuasion and sales technique, Denotation/Connotation, Logic, Gestures, Dress, Facial and body features, Poise, Usage Reading: Comprehension, Detail/Inference, Informational reports, Recommendation reports, Progress reports, Writing: Penmanship, Spelling, Classification, Memo format, Description, reports, Business letters, Terminology, Appropriate diction, Clarity of expression, Persuasion and sales technique, Denotation/Connotation, Logic, Usage

(TASK STATEMENT) ESTABLISH COMMON GROUND OF COMMUNICATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Prospect information form	Occurs during entire time spent with prospects Applies same level of procedures and skill	

DECISIONS	CUES	ERRORS
Varies according to cues	Mood of prospect, time of day, house being shown and/or physical location	Breaking down of lines of communication and loss of prospect, waste of time and money

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust, maintain capacity to foster confidentiality, maintain capacity to foster cooperation, maintain capacity to generate integrity, maintain capacity to function efficiently when encountering fast changing, multiple, personal or situation variables, exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability Conscious awareness of the need for a balance (both physical and mental) between tension and relaxation. Relates to: confort, caution, safety, physical, emotional and intellectual health Conscious awareness of physical expressions basic to peak physical performance: body rhythm, breathing coordinated with body movement, body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization Maintain professional relationship that applies to situation		Personal contact Oral contact Speaking: Terminology, Appropriate diction, Implying, Enunciation, Clarity of expression, Persuasion and sales technique, Denotation/Connotation, Logic, Gestures, Dress, Facial and body features, Poise, Usage Listening: Auditory discrimination, Detection of propaganda, devices, Discriminate facts from non-facts, Recognize opinion, Concentration, Logic, Word definition

Duty H Showing of Property

1 Select properties that will interest buyer
2 Choose route taken to property
3 Display showmanship in presenting property

(TASK STATEMENT) SELECT PROPERTIES THAT WILL INTEREST BUYER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Multiple listing service - photos and listing information Realtors 'For Sale' signs Newspaper ads Realtors publications (magazines)	Draw on own personal knowledge of available properties Coordinate facts found in multiple listing service, newspaper ads and realtors publications with knowledge of prospect Plan showing sequence	

DECISIONS	CUES	ERRORS
Determine which tools to use and property to show	Match up available property to needs and wants of prospect	Showing wrong property, loss of time, money and prospect

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity and organization		Viewing: visual analysis, describing, logic, detail and inference, recognition of symbols, codes and emblems Reading: Comprehension, Detail/Inference, Speed/Rate, Informational reports, Recommendation reports, Progress reports, Physical experiment reports, Proposals, Description of mechanism, Definition, Terminology, Process report--in-instructions

(TASK STATEMENT) CHOOSE ROUTE TAKEN TO PROPERTY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Automobile	Follow pre-planned route from where to pick up prospects	

DECISIONS	CUES	ERRORS
Determine where to meet prospects and which streets to approach house; what to talk about	Most impressive homes and surroundings leading to home	Wrong path taken may discourage prospect

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Basic physical sciences Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from: Excessive anticipation of expected events Excessive attachment to fixed-projected time sets (E.G. schedules, appointments, deadlines, etc.) Excessive attachment to personal values sets which inhibit open interpersonal communication		Oral contact - speaking Personal contact - listening Speaking: Terminology, Appropriate diction, Implying, Enunciation, Clarity of expression, Persuasion and sales technique Denotation/Connotation, Logic, Gestures, Dress, Facial and body features, Poise, Usage Viewing: Visual analysis, Memory, Describing, Logic, Detail Inference, Color discrimination, Recognition of symbols, codes, emblems

(TASK STATEMENT) DISPLAY SHOWMANSHIP IN PRESENTING PROPERTY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
House Listing photo and information	Begin while driving up to property (enroute) Present outside and inside plus surrounding areas	Check for unsafe or faulty parts of house-stairs, doors, grounds Dogs locked in house or garage

DECISIONS	CUES	ERRORS
Which first–inside or outside and what route taken through property	Taken from property itself; reactions of prospect	Incorrect manner does not give sufficient exposure, loss of sale and possible prospect

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from: Excessive pre-occupation with fantasy Excessive pre-occupation with past experiences Excessive identification with one's social role (as an external index of self) Excessive attachment to fixed-projected time sets (E.G. schedules, appointments, deadlines, etc.) Excessive attachment to personal values sets which inhibit open interpersonal communication Conditions for healthy and growth-directed job performance Awareness of one's changing emotional states Awareness of one's changing physical states Awareness of one's unlimited intellectual activities Awareness of one's diverse, intuitive (creative) capacities Capacity to perceive, quickly integrate, and function will in the face of unexpected situational variables Capacity to maintain open-mindedness and composure in the face seemingly different, eccentric or clashing values expressed behaviorally or verbally	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	Oral contact - speaking Personal contact - listening Speaking: Terminology, Appropriate diction, Implying, Enunciation, Clarity of expression, Persuasion and sales technique Denotation/Connotation, Logic, Gestures, Dress, Facial and body features, Poise, Usage Viewing: Visual analysis, Memory, Describing, Logic, Detail/Inference, Color discrimination, Recognition of symbols, codes, emblems

Duty I Obtaining Offer to Purchase

1 Establish most appropriate selection
2 Convince (sell) buyer why he/she should buy this property at this time
3 Have all parties sign offer to purchase

(TASK STATEMENT) ESTABLISH MOST APPROPRIATE SELECTION

TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
House Listing photo and information	Give summary of properties - help in selection Apply sales techniques: attention, interest, desire, action	

DECISIONS	CUES	ERRORS
Pick the one best property	From property and reactions of prospect	Wrong house for prospect Unsatisfied customer which gives a bad reputation

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
General Psychology Concerns Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from: Excessive anticipation of expected events, excessive pre-occupation with fantasy, excessive pre-occupation with past experiences, excessive identification with one's social role (as external index of self), excessive attachment to fixed projected time sets (E.G. schedules, appointments, deadlines, etc), excessive attachment to personal values sets which inhibit open interpersonal communication, excessive mental activity to the complete exclusion of intuitive body expressions Conditions for healthy and growth-directed job performance: Awareness of one's changing emotional states, awareness of one's changing physical states, awareness of one's unlimited intellectual activities, awareness of one's diverse, intuitive (creative) capacities, capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables, capacity to maintain open-mindedness and composure in the far seemingly different, eccentric or clashing values expressed behaviorally or verbally	Basic arithmetic skills and concepts (see appendix) Use of measuring devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	Speaking: Terminology, Appropriate diction, Implying, Enunciation, Clarity of expression, Persuasion and sales technique, Denotation/Connotation, Logic, Gestures, Dress, Facial and body features, Poise, Usage Viewing: Visual analysis, Memory, Describing, Logic, Detail/Inference, Color discrimination, Recognition of symbols, codes, emblems Listening: Auditory discrimination, discriminate facts from non-facts, recognize opinions, concentration, logic, word definition

(TASK STATEMENT) CONVINCE (SELL) BUYER WHY HE/SHE SHOULD BUY THIS PROPERTY AT THIS TIME

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
House Administrative supplies	Apply sales techniques Attention, interest, desire, action	

DECISIONS	CUES	ERRORS
Determine if this is the right property for the price	From property and prospect	Wrong house and price terms; unhappy customer

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
General Psychology Concerns Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from: Excessive anticipation of expected events, excessive pre-occupation with fantasy, excessive pre-occupation with past experiences, excessive identification with one's social role (as external index of self), excessive attachment to fixed projected time sets (E.G., schedules, appointments, deadlines, etc) excessive attachment to personal values sets which inhibit open interpersonal communication, excessive mental activity to the complete exclusion of intuitive body expressions Conditions for healthy and growth-directed job performance: Awareness of one's changing emotional states, awareness of one's changing physical states, awareness of one's unlimited intellectual activities, awareness of one's diverse, intuitive (creative) capacities, capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables, capacity to maintain open-mindedness and composure in the far seemingly different, eccentric or clashing values expressed behaviorally or verbally	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	Speaking: Terminology, appropriate diction, implying, enunciation, clarity of expression, persuasion, denotation/connotation, logic, gestures, dress, facial features, poise, usage Listening: auditory discrimination, discriminate facts from non-facts, recognize opinions, concentration, logic, word recognition Reading: Comprehension, detail/inference, speed/rate, proposals, description of mechanism, definition, terminology Viewing: Visual analysis, memory, describing, logic, detail/inference, color discrimination, recognition of symbols, codes, emblems Writing: Penmanship, spelling, classification, description, terminology, appropriate diction, clarity of expression, persuasion and sales technique, denotation/connotation, logic, usage

'TASK STATEMENT' HAVE ALL PARTIES SIGN OFFER TO PURCHASE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Contract	Employ proper sales techniques Gain signatures of parties involved	

DECISIONS	CUES	ERRORS
Determine when, who and where to sign contract	Reactions from prospects	Wrong price and terms; dissatisfied customer

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
General Psychology Concerns Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from: Excessive anticipation of expected events, excessive pre-occupation with fantasy, excessive pre-occupation with past experiences, excessive identification with one's social role (as external index of self), excessive attachment to fixed projected time sets (E.G., schedules, appointments, deadlines, etc) excessive attachment to personal values sets which inhibit open interpersonal communication, excessive mental activity to the complete exclusion of intuitive body expressions Conditions for healthy and growth-directed job performance: Awareness of one's changing emotional states, awareness of one's changing physical states, awareness of one's unlimited intellectual activities, awareness of one's diverse, intuitive (creative) capacities, capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables, capacity to maintain open-mindedness and composure in the far seemingly different, eccentric or clashing values expressed behaviorally or verbally		Oral contact - speaking Written contact - writing Personal contact - listening

Duty J Presenting Offer to the Seller

1 Determine approach to seller
2 Approach the seller
3 Close sale
4 Negotiate counteroffers

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(TASK STATEMENT) DETERMINE APPROACH TO SELLER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Contract	Review sales technique, along with terms of contract	

DECISIONS	CUES	ERRORS
Determine best method to convince seller	From contract, seller and his/her situation	Loss of sale

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
General Psychology Concerns Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from: Excessive anticipation of expected events, excessive pre-occupation with fantasy, excessive pre-occupation with past experiences, excessive identification with one's social role (as external index of self), excessive attachment to fixed projected time sets (E.G., schedules, appointments, deadlines etc) excessive attachment to personal values sets which inhibit open interpersonal communication, excessive mental activity to the complete exclusion of intuitive body expression Conditions for healthy and growth-directed job performance: Awareness of one's changing emotional states, awareness of one's changing physical states, awareness of one's unlimited intellectual activities, awareness of one's diverse, intuitive (creative) capacities, capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables, capacity to maintain open-mindedness and composure in the far seemingly different, eccentric or clashing values expressed behaviorally or verbally		Oral contact - speaking Written contact - writing

(TASK STATEMENT) APPROACH THE SELLER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Contract Telephone Automobile	Prepare and think through the presentation Set appointment	

DECISIONS	CUES	ERRORS
Decide on most effective approach	From knowledge of seller and/or contract; and also the other real estate company involved (if there is one)	Prolong final acceptance and/or loss of sale

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
General Psychology Concerns Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from: Excessive anticipation of expected events, excessive pre-occupation with fantasy, excessive pre-occupation with past experiences, excessive identification with one's social role (as external index of self), excessive attachment to fixed projected time sets (E.G., schedules, appointments, deadlines, etc) excessive attachment to personal values sets which inhibit open interpersonal communication, excessive mental activity to the complete exclusion of intuitive body expression Conditions for healthy and growth-directed job performance: Awareness of one's changing emotional states, awareness of one's changing physical states, awareness of one's unlimited intellectual activities, awareness of one's diverse, intuitive (creative) capacities, capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables, capacity to maintain open-mindedness and composure in the far seemingly different, eccentric or clashing values expressed behaviorally or verbally	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	*Oral contact - speaking Written contact - writing Personal contact - listening

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(TASK STATEMENT) CLOSE THE SALE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Contract	Apply presentation to seller and deliver copy of contract to both buyer and seller	

DECISIONS	CUES	ERRORS
Determine which technique to follow	Taken from contract and knowledge of seller and/or listing company	Prolong acceptance and/or loss of sale

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
General Psychology Concerns Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from: Excessive anticipation of expected events, excessive pre-occupation with fantasy, excessive pre-occupation with past experiences, excessive identification with one's social role (as external index of self), excessive attachment to fixed projected time sets (E.G., schedules, appointments, deadlines, etc) excessive attachment to personal values sets which inhibit open interpersonal communication, excessive mental activity to the complete exclusion of intuitive body expression Conditions for healthy and growth-directed job performance: Awareness of one's changing emotional states, awareness of one's changing physical states, awareness of one's unlimited intellectual activities, awareness of one's diverse, intuitive (creative) capacities, capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables, capacity to maintain open-mindedness and composure in the far seemingly different, eccentric or clashing values expressed behaviorally or verbally	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	Oral contact, personal contact, written contact Speaking: Terminology, appropriate diction, implying, enunciation, clarity of expression, persuasion, denotation/connotation, logic, gestures, dress, facial and body features, poise, usage Reading: Comprehension, detail/inference, speed/rate, informational reports, progress reports, physical experiment reports, proposals, description of mechanism, definition, terminology, process report-instructions Writing: Penmanship, spelling, classification, memo format, description, reports, business letters, terminology, appropriate diction, clarity of expression, persuasion and sales technique, denotation/connotation, logic, usage Listening: Auditory discrimination, detection of propaganda devices, discriminate facts from non-facts, recognize opinions, concentration, logic, word definition, note taking, noise discrimination Viewing: Visual analysis, memory, describing, logic, detail/inference, color discrimination, recognition of symbols, codes, emblems

(TASK STATEMENT) NEGOTIATE COUNTEROFFERS

TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Contract Telephone Automobile	Take contract to buyer or salesperson after proper preparation	

DECISIONS	CUES	ERRORS
Determine which techniques to follow	Taken from contract and knowledge of buyer and/or other listing company	Improper techniques or poor application result in loss of sale

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability General Psychological Concerns	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	Oral contact, personal contact, written contact Speaking: Terminology, appropriate diction, implying, enunciation, clarity of expression, persuasion, denotation/connotation, logic, gestures, dress, facial and body features, poise, usage Reading: Comprehension, detail/inference, speed/rate, informational reports, progress reports, physical experiment reports, proposals, description of mechanism, definition, terminology, process report–instructions Writing: Penmanship, spelling, classification, memo format, description, reports, business letters, terminology, appropriate diction, clarity of expression, persuasion and sales technique, denotation/connotation, logic, usage Listening: Auditory discrimination, detection of propaganda devices, discriminate facts from non-facts, recognize opinions, concentration, logic, word definition, note taking, noise discrimination Viewing: Visual analysis, memory, describing, logic, detail/inference, color discrimination, recognition of symbols, codes, emblems

Duty K Closing of Sale

1 Assist buyer in obtaining financing
2 Order and track all legal and other documents appropriate to closing
3 Transfer of title from seller to buyer

(TASK STATEMENT) ASSIST BUYER IN OBTAINING FINANCINC

TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Contract List of mortgage lending institutions Mortgage amortization tables Mortgage yield guide Title policy schedule of fees Residential cost handbook Appraisal reports Termite and other inspections Earnest money deposit Escran accounts Loan application Legal description Automobile Telephone Telephone books	Find and contact best loaning institution and set appointment for buyer Take buyer for loan application Have knowledge and understanding of basic types of financing - F.H.A., V.A., (G.I.), Land contract, cash, conv.	

DECISIONS	CUES	ERRORS
Choose best institution with best terms for buyer	Lowest interest rate and closings costs	Dissatisfied customer and possible loss of sale

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	Oral contact - speaking Personal contact - listening Written contact - writing

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(TASK STATEMENT) ORDER TRACK AND COORDINATE ALL FACETS OF SALE – INCLUDING LEGAL AND OTHER DOCUMENTS APPROPRIATE TO CLOSING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Contract, list of mortgage lending institutions, mortgage amortization tables, mortgage yield guide, title policy schedule of fees, residential cost handbook, appraisal reports, termite and other inspection, earnest money deposit, escran accounts, loan application, legal description, automobile, telephone and telephone books Title Deed Insurance policies Credit report Verification documents for employment Other papers necessary to satisfy the lender of governmental agency Closing company Title company Cooperating broker and salesperson	Contact al parties involved to complete all necessary pre-closing processes Set tenative and exact closing date, time and place	

DECISIONS	CUES	ERRORS
Determine which companies or individuals give best service	Past experience with those parties involved Facilities and capabilities available	Poor service results in customer dissatisfaction and possible loss of sale

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self confidence, self-control, self-reliance self-respect and adaptability	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	Oral contact - speaking Personal contact - listening Written contact - writing

(TASK STATEMENT) TRANSFER TITLE FROM SELLER TO BUYER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Contract, list of mortgage lending institutions, mortgage amortization tables, mortgage yield guide, title policy schedule of fees, residential cost handbook, appraisal reports, termite and other inspection, earnest money deposit, escrow accounts, loan application, legal description, automobile, telephone and telephone books Title Deed Insurance policies Credit report Verification documents for employment Other papers necessary to satisfy the lender of governmental agency Closing company, title company Cooperating broker and salesperson Closing statement Checks Cash Mortgage agreement	Notify all parties involved and make sure they know date, time, location and have means of transportation Settle questions and disputes - calm fears of participants	

DECISIONS	CUES	ERRORS
Determine when and where to have actual closing take place	Readiness of documents and parties involved	Dissatisfied customer and possible loss of sale

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self confidence, self-control, self-reliance self-respect and adaptability	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	Oral contact - speaking Personal contact - listening Written contact - writing

Duty L Post-Servicing of Both Seller and Buyer

1 Coordinate agreements between buyer and seller made at closing
2 Develop both buyer and seller into centers of influence

(TASK STATEMENT) COORDINATE AGREEMENTS BETWEEN BUYER AND SELLER MADE AT CLOSING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Contract Special and/or separate agreements House Automobile Telephone	See that occupancy date is met by seller and other terms of contract fulfilled by both parties Transfer utilities and insurance coverage, exchange keys, etc.	

DECISIONS	CUES	ERRORS
Determine when and how much should be done for client	If buyers are not aware or taking care of it themselves	Customer dissatisfaction and bad reputation Loss of referrals and their future business

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability	Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)	Oral contact - speaking Personal contact - listening Written contact - writing

(TASK STATEMENT) DEVELOP BOTH BUYER AND SELLER INTO CENTERS OF INFLUENCE

TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Filing box Telephone Automobile Business card Mailouts	Keep in contact with former clients	

DECISIONS	CUES	ERRORS
Determine when and how to contact clients	From obvious and various situations	Loss of source prospects

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust Maintain capacity foster confidentiality Maintain capaci' o foster cooperation Maintain capa to generate integrity Maintain cap y to cope with conflict behavior Maintain ca ty to function efficiently when encountering fast chan , multiple, personal or situational variables Exhibit qua s of self-confidence, self-control, self-reliance, self-respect and adaptability		Oral contact - speaking Personal contact - listening Written contact - writing

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BASIC ARITHMETIC SKILLS AND CONCEPTS

- Reduction of fractions
- Changing mixed numbers to improper fractions
- Changing percents to fractions and fractions to percents
- Finding a percent of a number and what percent one number is of another
- Changing fractions to decimal and decimal to fractions
- Ratio and proportion
- Rounding off decimals and whole numbers
- Approximation using scientific notation
- Guess and check method
- Rule of thumb
- Property of comparison: equality/equivalence, inequality/ greater than/less than
- Properties of real number system
  - Commutative (order)
  - Associative (grouping)
  - Distributive (multiplication W.R.T. addition)
  - Identity of one (x)
  - Identity of zero (+)
  - Multiplication by zero
  - Transitive
  - Inverses/multiplicative and additive

USE OF COMPUTING DEVICES AND MECHANICAL AIDS

- Slide rule
- Calculators: electric and mechanical
- Computers

BASIC MEASUREMENT SKILLS AND CONCEPTS

- Measure sense/role of unit
- Instruments; ruler/compass/protractor/clinometer/tape/calipers/micrometer/thermometer/barometer/tachometer/ and others
- Given an Instrument of Measure, determine precision and/or accuracy with respect to relative error, significant digits and tolerance
- Metric and English measure and conversion
- Rate
- Measurement: Geometric
  - Linear, area, volume, angle
- Measurement: Non-geometric
  - Time/calendar, money/interest, temperature, weight, liquid, dry, speed
- Conversion from one standard unit to another

Reading and interpreting tables, charts and graphs
- Logs
- Trig. functions
- Scale drawings/floor plans/blueprints
- Maps
- Number line/coordinate graph
- Representational graphs

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GLOSSARY

Listing – A contract with a real estate broker authorizing the payment of a fee for the performance of specified services on connection with the property identified

Title (abstract of title) – A digest or summary of documents or records affecting title to property

Accept (acceptance) – Consent to an offer or contract

Agent – Someone who is authorized to represent another individual

Agreement (agreement of sale) – Any contract which established the terms of sale between buyer and seller; deposit receipts and earnest money receipts are two forms used by real estate salespersons

Assessment – A special charge placed against a particular property for some specific purpose, such as installation of sewers, sidewalks, or other improvements

Broker – One who acts as an agent or negotiator for his/her principal when dealing with third parties on behalf of his/her client

Building and Loan Company – Same as Savings and Loan Company: an institution organized to make real estate loans with the funds received from depositors, paying interest to the latter for use of their money

Client – The principal to real estate transaction who employs the agent

Comparative analysis (comparables and competitive) – The process of comparing the value of one lot and/or building with another to determine its reasonable evaluation; in appraising, this is one of the more important approaches to value

Contract (agreement of sale) – Any agreement which established the terms of sale between buyer and seller; deposit receipts and earnest money receipts are two forms used by real estate salespersons

Deed – A written instrument which conveys title to real property

Sell (good sales technique) – To convince or motivate others to act which otherwise left to themselves would not have done so

Closing statement – The settlement sheet which is the statement of debits and credits for the buyer and seller in summarizing the costs involved when selling property

Real estate (real property) – Land and anything firmly attached

M.L.S. (Multiple Listing Service) – System of circulating property information

Prospect – People who might become a client (buyers and sellers)

Prospect information sheet – Personal data and information about prospect

Amortigation – The process of paying off a debt by installments; normally by equal payments over a fixed period of time

Appraisal – A formal opinion or estimate of value by one who is qualified to evaluate factors of value; in real property appraisals, the purpose of the opinion may affect the type of report issued

Qualify – Determine qualifications of prospects or clients to buy and sell real estate at present time

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Commission (fee) – Compensation for services rendered or duties performed such as selling or leasing property

Earnest money (deposit) – A sum of money given to bind an agreement or an offer made to show good faith

Mortgage – A legal instrument used to make real property or personal property the security for payment of a loan

Points – A term used to describe loan discounts collected by mortgage lenders as a means of increasing their yield on real estate loans

Real Estate Board (Board of Realtors) – An organization of realtors and their associate salespersons operating to improve their knowledge and professional conduct of the real estate business

Financing (residential) – Borrowing the amount of money necessary to buy a home on credit

Basic types of financing

- Conventional – Those mortgages made by lending institutions without the benefit of government insurance or assistance
- F.H.A. (Federal Housing Administration) – Does not make any loans or build houses, it is solely an insuring agency operating with government authority on a self-sustaining basis by means of the insurance premiums paid by the mortgagor
- V.A. or G.I. (Veteran's loans) – Very similar to the F.H.A., but a person must have served in the U.S. armed forces

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